

SAN DIEGO POLICE DEPARTMENT



Police Permits & Licensing Audit Report Update

March 5, 2012

Audit Recommendations

- Vice Administration Operations (1 - 5).
- Alarm program (6-8).
- Business Regulatory Consolidation Project (9 – 11, 13).
- Permit processing, fees and background investigations (12&14) .
- Pawn slips (15).

Recommendation 1

- Recommendation 1-Conduct annual review of police regulated activities, identify emerging threats, identify regulatory activities to adopt, propose modification and/or elimination of existing regulations, present to City Council.
- Status- Complete
 - Exploring various Muni-Code changes
 - Massage
 - Exemptions
 - Hookah

Recommendation 2

- Recommendation 2- The San Diego Police Department review its permits and licensing mission to enhance public safety, assess operational requirements to achieve the Units goals, and adjust Unit activities, types and levels of staffing, and methods to deliver services cost effectively.
- Status- Complete
 - Enhanced workload database
 - Established targets for personnel resources
 - Improved One-day entertainment permits
 - Improved customer communication
 - Aligned efforts with San Diego BBB

Recommendation 3

- **Recommendation 3-** The San Diego Police Department review and revise its fee and activity methodology to reflect current operating conditions.
- **Status-** Complete
 - In coordination with Mayor's office
 - Compliance with State Prop 26
 - Estimated completion – Spring/Summer 2012

Recommendation 4

- Recommendation 4- The San Diego Police Department establish a formalized training program which prepares new permits and licensing unit employees to perform effectively and consistently. Further, the San Diego Police Department should evaluate conditions leading to frequent turnover and take immediate steps to increase employee tenure.
- Status- Complete
 - Revised existing training manual
 - Coordinated training with City Attorney personnel

Recommendation 5

- Recommendation 5- The San Diego Police Department's Permits and Licensing Unit establish and utilize a performance measurement system which allows for continuous monitoring and operational adjustment to maximize performance.
- Status- Complete
 - Revised Existing Quarterly Report
 - Violation data
 - Civil Penalties
 - Annual comparisons

Recommendations 6-8

Recommendations 6-8- Alarms

- Reduce false alarms.
- Ensure all alarms are permitted
- Adopt national strategies to reduce false alarms
- Establish a more effective penalty program to recover false alarm costs from false alarm offenders.
- Reduce the inclusion of false alarms costs from the calculation of an alarm permit fee.
- Ensure unpaid amounts are referred to the City Treasurer of collection.
- **Status-** In process
 - Estimated completion – Summer 2012

Recommendation 9

- **Recommendation 9-** The San Diego Police Department (1) ensure the collection of permit payments adheres to fees established by the City Council and can be reconciled to specific records and (2) review the City's accounting and GuardCard systems and assess the best way to update, upgrade, or replace systems to ensure records can be reconciled and tracked correctly.
- **Status- Complete**
 - No fee waivers
 - Appropriate Penalties

Recommendation 10

- **Recommendation 10-** The City Administration proceed with its plans to integrate and align the administrative components of police permits within the Office of the City Treasurer. Establish clear regulatory language, policies, and procedures to divide administrative, enforcement, and regulatory roles and duties between the Office of the City Treasurer and San Diego Police Department.
- **Status-** In process

Recommendation 11

- **Recommendation 11**- In light of Recommendation 10, the Office of the City Treasurer ensure that the expiration of all new police permits and corresponding business tax certificates occur on the same date and develop appropriate procedures to follow-up on expired permits and collect on businesses or individuals found to be operating without a permit.
- **Status**- In process
 - Determining operational and financial impact of implementation

Recommendation 12

- **Recommendation 12-** The San Diego Police Department establish appropriate guidance for the Permits and Licensing unit which outlines requirements for conducting permit reviews in a consistent and complete manner, establishes a documentation trail for all required documentation, Requires the maintenance of evidence and completion of sufficient background checks, and Requires managerial oversight and review of unit to ensure effective internal operations.
- **Status-** Complete

Recommendation 13

- **Recommendation 13-** The San Diego Police Department or Office of the City Treasurer establish an automated system to process permit applications and ensure that it automatically assigns permit expiration dates and notifies staff to collect penalties and background check fees from the applicant.
- **Status-** In process

Recommendation 14

- Recommendation 14- The San Diego Police Department enforce San Diego Municipal Code section §33.0307 and ensure to conduct and charge applicants for all permit application criminal background investigations.
- Status- Complete
 - New and renewals
 - Initiate Live Scan (Council Resolution)

Recommendation 15

- **Recommendation 15-** The San Diego Police Department automate the reporting of pawn shop sales records and create policies and procedures to ensure processes are in compliance with State Laws.
- **Status-** In process
 - Providers have been evaluated.
 - County standard is Leads Online

Questions?



San Diego Police Department
Police Permits & Licensing
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